

**Effective November 1, 2004, Amtrak will impose a 10% fee on all refunds regardless of the fare type. See below for AMTRAK's new refund policy.**

## **AMTRAK Refund Policy**

### **Refund Options**

Once the value of a refund has been determined, as described in the following paragraphs, passengers have two options on how to receive the refund value:

1. Passengers may receive the full calculated refund value in the form of a non-refundable exchange voucher valid for future travel purchases. (Note: this option is not available online. See below for details on where to obtain refunds.)
2. Or, passengers may receive the calculated refund value, less a 10% refund service charge in the form of cash, check or credit to credit card, depending on the form of payment that was used for the ticket(s) being refunded. The maximum amount imposed by Amtrak on this 10% refund service charge will be \$100 per refund transaction on any single reservation (Passenger Name Record).

### **Refund Calculations**

Refunds will be calculated separately on each component of the total charges, as described below.

- Rail fare: Most tickets are refundable before travel begins. In most cases, partially used regular (full) one-way fare tickets may be returned for a partial refund. Some discount tickets are non-refundable once paid for.
- First Class seat charges on Acela Express / Metroliner trains; Business Class seat charges on other trains: Refundable if reservations are cancelled at least one hour prior to departure. If not cancelled by one hour prior to departure, the seat charge amount will not be refundable but it may be applied to future Amtrak travel purchases. The First/Business Class non-refundability penalty will not be imposed if the customer chooses to cancel travel on account of the train being late one hour or more at the boarding station.

- Sleeping car accommodation charge: Refundable if sleeping car reservations are cancelled at least seven days prior to departure. If cancelled fewer than seven days prior to departure, but before actual departure, the accommodation charge is not refundable but may be applied to future travel purchases by issuance of a non-refundable exchange voucher. If not cancelled before actual departure ("no show"), the accommodation charge is neither refundable nor may it be applied to future travel. The sleeping car non-refundability penalty will not be imposed if the customer chooses to cancel on account of the train being late two hours or more at the boarding station.
- Vehicle (automobile, van, motorcycle and bicycle) accommodation charge: refundable at any time.

### **Time Limits**

An Amtrak ticket becomes non-refundable, not valid for carriage and has no exchange value, after one year from its date of issue (or other period if so endorsed on the ticket). An exchange voucher is valid for one year from date of issue, and may be renewed provided this is done before its expiration date.

### **Advance Payment and Prepaid Tickets**

When purchased through either Amtrak's advance payment or prepaid programs, tickets are considered "paid for" and subject to the refund policies of any component rail fare, passenger type discount, and/or promotional discount, even if the actual tickets have not yet been printed.

### **On-board Refunds**

Passengers who downgrade accommodations or reduce the number in their party on board trains must obtain a Refund Authorization Form from the conductor; actual refundability, if any, will be determined by the rules that apply to the ticket purchased.

### **Must Return Original Tickets**

Cancellation or change of reservations does not generate a refund (except for unticketed advance payment reservations); the actual original unused or partially used ticket (not a photocopy) must be submitted.

### **Where to Obtain Refunds**

Most refunds can be processed at Amtrak ticket offices, depending on the type of ticket and the form of payment. Exceptions do exist; please ask for details. Tickets purchased at a travel agency must normally be returned to that agency; however, Amtrak will process travel agency ticket refunds caused by a downgrade or a service disruption.